

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub-Committee		Subject: School Cleaning Contract Performance Review
From: Director of Education & Director of Community Services		
Date: July 2006	Ref: IW/LMS	

1. Summary

- 1.1 This report describes the performance of the school cleaning contract from April 2005 to March 2006 and for April 2006 to June 2006.

2. Recommendations

- 2.1 The Education (Resources) Sub-Committee is recommended to:

- (a) note the performance of the school cleaning contract for the period April 2005 to March 2006 and for April 2006 to June 2006.
- (b) request the submission of regular performance review reports to future meetings of the committee.



Members wishing further information about this report should contact:

Michael O'Neill, Director of Education, on 01236 812337 or
Murdo MacIver, Head of Education Provision, on 01236 812269
Paul Jukes, Director of Community Services, on 0141 304 1931 or
Graham Patrick, Head of Facility Support Services, on 0141 304 1869

NORTH LANARKSHIRE COUNCIL: DEPARTMENT OF EDUCATION

School Cleaning Contract - Performance Review

Joint Report by the Director of Education & Director of Community Services

1. Background

- 1.1 The Education (Resources) sub-committee has called for regular reports on the performance of school contracts. This report is part of that process and covers the period from April 2005 to March 2006 and April 2006 to June 2006.

2. Financial Performance 2005/2006

- 2.1 The financial performance of the school cleaning contract for April 2005 to March 2006 is detailed in Table 1.

Table 1: Outturn 2005/2006

Classification	BUDGET Period 1 – 13	ACTUAL Period 1 – 13	VARIANCE Period 1 – 13
Cleaning Services	£5,303,436	£5,385,870	(£82,434)

- 2.2 The explanation for the overspend is increased cleaning requirements and additional cleaning requests associated with vandalism, letting activities, fire and flood damage.

3. Financial Performance 2006/2007

- 3.1 The financial performance of the school cleaning contract from April 2006 to June 2006 is detailed in Table 2.

Table 2: 2006/2007 Budget Analysis Period 1- 3

Classification	BUDGET Period 1 – 3	ACTUAL Period 1 – 3	VARIANCE Period 1 – 3
Cleaning Services	£1,178,463	£1,206,029	(£27,566)

- 3.2 The explanation for the variance from the budgeted expenditure is the additional cleaning associated with vandalism, letting activities, fire and flood damage, and increased services.

4. Quality Performance

- 4.1 The result of the service delivery questionnaire for the period from March 2006 to May 2006 is detailed in Tables 4 - 6. A further breakdown is included in Appendices 1 - 4.
- 4.2 The results are based on a return of 119 questionnaires by the due date from the 185 questionnaires issued to head teachers. Overall the level of satisfaction with the service among those making a return is very high (97%). A sample of returns is included in Appendix 5.

4.3 Where comments are received, investigations are carried out and action taken to resolve the issues.

Table 4: Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	36	60	22	1

Table 5 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	4	7	108

Table 6 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	119	0
Is the standard of the basic clean meeting your requirements?	115	4
Have you requested any additional cleaning in the last three months?	26	93
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	25	1
Have you met the Area Manager within the last three months?	71	48

5. Recommendations

The Education (Resources) sub-committee is recommended to:

- (a) note the performance of the school cleaning contract for the period April 2005 to March 2006 and for the period April 2006 to June 2006.
- (b) request the submission of regular performance review reports to future meetings of the sub-committee.

PRIMARY SCHOOLS

Number of questionnaires - 124

Number of questionnaires returned - 83

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	26	43	13	1

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	2	5	76

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	83	0
Is the standard of the basic clean meeting your requirements?	81	2
Have you requested any additional cleaning in the last three months?	18	65
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	17	1
Have you met the Area Manager within the last three months?	47	36

SECONDARY SCHOOLS

Number of questionnaires - 26

Number of questionnaires returned - 14

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	2	7	5	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	0	1	13

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	14	0
Is the standard of the basic clean meeting your requirements?	13	1
Have you requested any additional cleaning in the last three months?	7	7
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	7	0
Have you met the Area Manager within the last three months?	12	2

SPECIAL SCHOOLS

Number of questionnaires - 11

Number of questionnaires returned - 8

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	4	4	0	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	1	0	7

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	8	0
Is the standard of the basic clean meeting your requirements?	8	0
Have you requested any additional cleaning in the last three months?	1	7
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	1	0
Have you met the Area Manager within the last three months?	5	3

NURSERY SCHOOLS

Number of questionnaires - 24

Number of questionnaires returned - 14

Table 1 : Comment on Service Standard

Is the Standard of Cleaning	Excellent	Good	Adequate	Poor
	4	6	4	0

Table 2 : Comment on Relative Performance

Do you feel the standard of service provided to you has	Improved	Deteriorated	Remained the Same
	1	1	12

Table 3 : Comment on Building Cleaning Service Delivery

QUESTIONS	YES	NO
Are the cleaning staff polite and helpful?	14	0
Is the standard of the basic clean meeting your requirements?	13	1
Have you requested any additional cleaning in the last three months?	0	14
If you answer YES to the above question were these additional requirements carried out to your satisfaction?	0	0
Have you met the Area Manager within the last three months?	7	7



NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
Building Cleaning Service Delivery Questionnaire

QAF005.16/P1
Issue: 1
Date:22.08.03

02 JUN 2006

To allow an assessment of the quality of service delivered during the period from 1 March 2006 to 31 May 2006, it is essential that the completed questionnaire is returned to Laura Stuart, Area Manager (Customer Services), Community Services Department, Building Cleaning Services, Old Edinburgh Road, Bellshill, ML4 3JF, by 16 June 2006. Should you have any queries regarding this questionnaire please contact Laura on 01698 506214.

- 1) Is the standard of the basic clean meeting your requirements? YES NO
- 2) Is the Standard of cleaning? Excellent Good Adequate Poor
- 3) Do you feel the standard of service provided to you has- Improved Deteriorated Remained the same
- 4) Are the cleaning staff polite and helpful? YES NO
- 5) How many entries have been made in the Site Diary during the period regarding service shortfalls?
- 6) Have you requested any additional cleaning in the last three months? YES NO
- 7) If you answered YES to the above question were these additional requirements carried out to your satisfaction? YES NO
- 8) Have you met the Area Manager during the period? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

*We are Very grateful to Lorraine & the ladies -
Thanks for everything!*

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

Please return this questionnaire in the envelope provided.

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08 JUN 2006

NORTH LANARKSHIRE COUNCIL
COMMUNITY SERVICES DEPARTMENT
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- 4) Are the cleaning staff polite and helpful? YES NO
- 5) How many entries have been made in the Site Diary during the period regarding service shortfalls? 0
- 6) Have you requested any additional cleaning in the last three months? YES NO
- 7) If you answered YES to the above question were these additional requirements carried out to your satisfaction? YES NO
- 8) Have you met the Area Manager during the period? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

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07 JUN 2006



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Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

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It has been my pleasure to work with the staff retiring today.



community services

05 JUN 2006



NORTH LANARKSHIRE COUNCIL COMMUNITY SERVICES DEPARTMENT

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If you have answered NO to any of the above questions or have any further comments, please detail below

As stated in the last return, cleaners require the proper equipment to do the job properly i.e. hoovers which left dirt, good supply of mops + cloths

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02 JUN 2006



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Standard has deteriorated due to difficulties in covering for staff absence - staff at work could not possibly cover all duties to their satisfaction

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community services



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- 8) Have you met the Area Manager during the period? YES NO

If you have answered NO to any of the above questions or have any further comments, please detail below

Deteriorate in standard of cleaning has been discussed with Area Manager by General Janitor.

Thank you for completing this questionnaire, your comments will be considered in any revision of the Department's services.

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